

US Department of Education Student Financial Assistance (SFA) Modernization Partner Program Management Services Achievement Report (September 2000)

Overview

The Program Management Services Achievement Report documents the Modernization Partner's ability to effectively provide Leadership and Direction Setting and to execute the processes and services as prescribed in the Modernization Program Plan.

The Leadership and Direction Setting function includes the following:

- Ensure across the enterprise the integration of the business functions, the application architecture required to support the business functions, the organization, and the Program direction
- Provide leadership, direction setting and correction to the Target State Vision and the Integrated Sequencing Plan, revising as appropriate
- Revise Modernization Blueprint in accordance to the Target State Vision and Integrated Sequencing Plan
- Continue to develop relationships with strategic partners and product vendors to support Program initiatives and provide best in business solutions

In addition, the Modernization Partner leadership team is committed to helping SFA deliver to its milestones documented in the Modernization Blueprint Sequencing Plan, as documented below.

Outcomes Achieved:

The Modernization Partner leadership team has performed these functions as demonstrated below:

- ✓ Integration across the enterprise
 - Coordinated and conducted "Architecting Business Change" meetings bi-weekly to include business and CIO representatives to communicate progress made to date, identify cross-enterprise issues, and provide a forum to exchange ideas on current initiatives as well as other ongoing activities.
 - Generated and distributed the Bi-Weekly Scorecard to document progress made to date, identify issues and impact areas across the enterprise, and communicate to all Modernization team members including the Management Council. The input to produce this report is developed by Modernization Partner and SFA business and technical representatives.
- ✓ Provide leadership, direction setting and correction to the Target State Vision and the Integrated Sequencing Plan

- Continued to develop the Target State Vision and Integrated Sequencing Plan with the Management Council and other primary stakeholders through individual meetings as well as through the Management Council meetings.
- Augmented the Leadership Team with additional resources to re-craft the Target State Vision and the Integrated Sequencing Plan for acceptance of these deliverables.
- ✓ Revise Modernization Blueprint
 - Worked with the Management Council and other primary stakeholders to deliver the draft of the Revised Blueprint. The focus of this revision was to streamline and simplify the document such that the primary customer – the education community – could more easily understand the progress made to date as well as the impact this progress will have on them.
 - Augmented the Leadership Team with professional writing staff as per request of CIO.
- ✓ Continue to develop relationships with strategic partners and product vendors to support Modernization initiatives and provide best in business solutions
 - Worked with PSG to initiate Operating Partner/SFA Scorecards, for which ACS, EDS, and NCS will become the pilot business areas. The scorecards were presented on 9/15/00 during the Operating Partners Quarterly meeting.
 - Continued to develop our strategic relationships with committed SFA Operating Partners to involve them in the Modernization Initiatives:
 - Continued to lead the CDS Retirement team (Andersen Consulting, ACS, AFSA and EDS – all SFA Operating Partners) in the first Federal Government IT share-in-savings effort.
 - Initiated relationships with CSC and EDS to participate in the transition of new systems into a production environment (SFA Intranet and FMS Applications Operations).
 - Continued our commitment to bring the best in business solutions and product vendors to the Modernization effort:
 - Expanded our relationship with Siebel to achieve a stronger Siebel commitment and more favorable product pricing.
 - Identified solution providers that will bring value at low cost through innovative service offerings such as Perform.com.
 - Expanded our relationship with IBM and Microstrategy in developing aggressive software pricing and adding top performing services staff to our technical architecture areas.

Key Milestones Delivered

Based on the Modernization Blueprint Sequencing Plan as of 8/31/00 (see Attachment A), the Modernization Partner has been effective in helping SFA achieve the following milestones due for completion during the month of September 2000:

Nbr	X-Ref	Project	Milestone
M16	II.B.1	Enhanced FAFSA on the Web	High Level Requirements Defined
M18	II.C.1b	CDS Simplification	System Integration Test
M29	I.C	Web Portal	Migration to VDC and Integration
M33	IV.A	FP Process	End of FP Transformation A&D Phase (program

Nbr	X-Ref	Project	Milestone
		Reengineering	plan)
M34	V.B	Integrated Human Resource	Approval of new SFA Organization
M47	VII.B	Enterprise IT Architecture	Internet Architecture Development and Test Environment Installed and Configured (original due date 8/21/00)
M48	VII.B	Enterprise IT Architecture	Datawarehousing Architecture Development and Test Environment Installed and Configured (original due date 8/31/00)
M58	VII.B.4	Digital Certificate Security	Certificate Pilot White Paper
M60	III.A	COD	Vendor Visit Status Report

The milestones that were originally scheduled for completion during the months of August and September 2000, but were not completed are listed below. As part of deliverable 38.1.4ci *Incentive Fee*, the milestones that were not achieved as planned due to circumstances outside of the control of Modernization Partner will be identified, and the COTR and the Modernization Partner PMO will make the determination to include or reschedule as appropriate, as outlined by the task order.

Nbr	X-Ref	Project	Milestone	Revised Date
M3	I.A	CRM Requirements Dev	GAP Analysis (original due date 9/1/00)	October 2000
M7	I.B	Intranet/Content Mgmt	Intranet Dev Conversion & Testing (original due date 9/15/00)	October 2000
M8	I.B	Intranet/Content Mgmt	Content Mgmt Processes and Configuration (revised due date 9/22/00)	October 2000
M9	I.B	Intranet/Content Mgmt	Training and UAT Complete (original due date 9/20/00)	November 2000
M10	I.B	Intranet/Content Mgmt	Content Mgmt deployed to Production (original due date 9/30/00)	November 2000
M15	II.A.1	Enhanced Outreach Services	Implementation (Interaction Associates) (original due date 9/15/00)	November 2000
M21	II.C.1c	e-Servicing	Requirements Defined	TBD - Pending IRB approval
M30	I.C	Web Portal	Training and UAT (original due date 9/16/00)	October 2000
M31	I.C	Web Portal	Application deployed to Production (original due date 9/30/00)	November 2000

Nbr	X-Ref	Project	Milestone	Revised Date
M42	I.D	Data Warehouse	Datawarehousing Implementation Business Case (original due date 8/29)	Pending rework of deliverable in TO21
M49	VII.B	Enterprise IT Architecture	1) Integration Architecture Production Environment Installed and Configured 2) Datawarehousing Architecture Production Environment Installed and Configured (original due date 9/21/00)	October 2000
M52	VII.A.1	Ombudsman	Ombudsman Siebel Implementation (original due date 9/30/00)	October 2000
M54	I.B	Web Portal	School Portal Release 1.0 (original due date 9/30/00)	November 2000
M55	I.D	Data Warehouse	CFO Data Mart (original due date 9/30/00)	October 2000
M56	III.B	IFAP Replatforming	Replatforming Complete (original due date 9/30/00)	November 2000

ATTACHMENT A:
Modernization Blueprint Sequencing Plan
(as of 8/31/00)